# Using the Smart Ringswitch Gigabit Module

Smart Ringswitch Software Release 4.3

## Before you start

#### About this guide

This guide is an addendum to the *Smart Ringswitch Family User Guide* (part number 100-291) which describes how to use Madge Networks' Smart Ringswitch Gigabit Module with a Madge Ringswitch and Ringswitch Software Release 4.2. This guide reflects the latest release of the Ringswitch Software (4.3).

#### Conventions

Throughout this guide, the term Ringswitch is used to refer to any Madge Ringswitch model.

#### Associated guides

This guide tells you how to configure the Smart Ringswitch Gigabit Module. For information about installing a Ringswitch and its associated modules, refer to *Getting Started. Smart Ringswitch Family* (part number 100-315). For information about configuring a Ringswitch and its associated modules, refer to the *Smart Ringswitch Family User Guide* (part number 100-291).

#### **Audience**

This guide is for network administrators. It assumes you are familiar with:

- · token-ring networking
- the principles of LAN bridging and token-ring switching

#### Safety

To make sure you do not injure yourself or damage your Madge product, read *Madge Networks Safety Guidelines* (part number 102-002) before installing the product.

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#### The guide

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## Notes, cautions, and warnings



Note: A note icon indicates information that you should observe.



Caution: A caution icon indicates the possibility of damage to data or equipment.



Warning: A warning icon indicates the possibility of a threat to personal safety.

## Acknowledgments

Madge, the Madge Logo, Ring Access Module, Ringhub, Smart Ringswitch, Smart Ringswitch Plus, Smart Ringswitch Express, HSTR Ready, GroupSwitch, Smart CAU, Smart RAM STP, Smart RAM Plus UTP, Smart LAM STP, Smart LAM Plus UTP, Smart Ringbridge, TrueView, and TrueView/32 are trademarks, and in some jurisdictions may be registered trademarks, of Madge Networks or its affiliated companies. Other trademarks appearing in this document are the property of their respective owners.

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## Introduction to the Smart Ringswitch Gigabit Module

The Smart Ringswitch Gigabit Module is an option module that supports Gigabit Ethernet connections at 1000 Mbps.

### Features of the Smart Ringswitch Gigabit Module

The following sections introduce features of the Gigabit Module:

- Connection to Gigabit LAN segments
- Jumbo frame size support
- Token ring to Ethernet translational bridging support

#### Connection to Gigabit LAN segments

If you install a Smart Ringswitch Gigabit Module into a Smart Ringswitch Plus Chassis or a Smart Ringswitch Express you can connect token ring LAN segments with Gigabit Ethernet LAN segments.

For more information about the Smart Ringswitch Gigabit Module, see Chapter 2, Connecting the Smart Ringswitch Gigabit Module.

#### Jumbo frame size support

Jumbo frame support lets you transmit frames onto Gigabit Ethernet greater than 1514 bytes (standard Ethernet). Sizes up to 9014 bytes (Jumbo Ethernet) are supported. Larger frame sizes improve performance and let standard token ring traffic bridge to Gigabit Ethernet without fragmentation.

#### Token ring to Ethernet translational bridging support

The Smart Ringswitch Gigabit Module supports multi-protocol translational bridging including IPX, IP, NLP, RIP, SAP, NDS and AppleTalk. See Appendix F of the *Smart Ringswitch Family User Guide* (part number 100-291) for more information on translational bridging.

The Smart Ringswitch Gigabit Module also introduces support for Novell NetWare Link Services Protocol (NLSP). NLSP provides link-state routing for Internetwork Package Exchange (IPX) networks and replaces NetWare's IPX-based Routing Information Protocol (RIP) and Service Advertising Protocol (SAP). As token ring and Ethernet use different addressing formats, the Smart Ringswitch Gigabit Module recognizes NLSP traffic and translationally bridges some NLSP frames to maintain consistent routing information throughout the enterprise IPX network.

## About Smart Ringswitch Software Release 4.3

This user guide describes how to use the Smart Ringswitch Gigabit Module with Ringswitch Software Release 4.3. Download the microcode software provided with Software Release 4.3 to the Ringswitch to support the Smart Ringswitch Gigabit Module. Refer to the *Smart Ringswitch Family User Guide* (part number 100-291) for more detailed information about the Smart Ringswitch software.

This section describes how to identify the boot code and run-time microcode files corresponding to this software release and explains how to identify the type of Switch Module that is installed in a Ringswitch.

#### Features supported by Software Release 4.3

Ringswitch Software Release 4.3 supports the Smart Ringswitch Plus Chassis and the Smart Ringswitch Express and introduces support for the Smart Ringswitch Gigabit Module.



Note: To identify files containing boot code and run-time microcode, examine the first four letters in the filename, shown in Table 1.1. The remaining filename characters denote software version numbers. Refer to the README.TXT on the accompanying CD for the most up-to-date information about version numbers.

#### Upgrading Ringswitch microcode

Multi-Download is a feature that Madge provides in Ringswitch software Release 3.3 and later. Multi-Download simplifies Ringswitch software upgrades by combining downloadable files into a single file that supports all Ringswitches and available modules.

To upgrade your Ringswitch microcode, download the latest runtime microcode (this enables your Ringswitch for Multi-Download and makes it aware of any new Ringswitch hardware) and then download the Multi-Download file to upgrade your Ringswitch. Follow the instructions below to upgrade your Ringswitch:

- 1 Upgrade the TrueView Ringswitch manager. The latest version is on the accompanying CD. For information about installing and using TrueView Ringswitch Manager, refer to the TrueView online help or the booklet accompanying the Smart Ringswitch Software CD.
- 2 Upgrade the TrueView Ringswitch manager by running the downloaded file and following the on-screen instructions.
- 3 Power-off the Ringswitch and ensure the Smart Ringswitch Gigabit Module is installed in the correct slot of the Ringswitch. For information about installing the Smart Ringswitch Gigabit Module, refer to *Getting Started: Smart Ringswitch Family* (part number: 100-315).
- 4 Power-on the Ringswitch.
- In TrueView, select "Upgrade code". To do this, right-click on the red download button on the Ringswitch dialog box and select "Upgrade code". This automatically downloads all the files that your Ringswitch needs for all installed modules. The Ringswitch will automatically re-boot as part of the upgrade process. When download is complete, you see the message "Upgrade Completed" in the Download Status dialog.

Table 1.1 Ringswitch software modules in Release 4.3

| Microcode module    | Switch module/Ringswitch | Filename     | Versions |
|---------------------|--------------------------|--------------|----------|
| Run-time            | Switch-3 Module          | SRPW43xR.BIN | 4.3x     |
| Multi-Download file | Switch-3 Module          | REL4_3.BIN   | 4.3      |

# Connecting the Smart Ringswitch Gigabit Module

The Smart Ringswitch Gigabit Module lets you connect your Ringswitch to a Gigabit Ethernet network. The Translation Bridging solution provided in the Ringswitch allows for "any to any" connectivity letting Gigabit Ethernet and token-ring end-stations talk directly without requiring any special drivers in these end-stations.

You can install the Smart Ringswitch Gigabit Module into one of the bottom three Option Module Slots of a Smart Ringswitch Plus Chassis, or in the Option Module Slot of the Smart Ringswitch Express.

### Connecting ports

The Smart Ringswitch Gigabit Module has one Gigabit Ethernet port with an SC fiber connector.

You can connect a Gigabit Ethernet port to any Gigabit Ethernet interface.

Chapter 2

Table 2.1 Physical specification for the Smart Ringswitch Gigabit Module

| Fiber Interface                     | Ethernet/IEEE 802.3z and 802.3x               |   |  |
|-------------------------------------|---|---|--|
|                                     | 1000BASE-SX                                   | 1000BASE-LX (only when using an outboard SX to LX converter)                |  |
| Cable Type                          | 50μ or 62.5μ Multimode Fiber<br>(MMF)         | Singlemode Fiber (SMF)<br>(with SX->LX converter module<br>to 50/62.5μ MMF) |  |
| Connectors                          | SC Fiber                                      | SC Fiber  |  |
| Port Attributes                     | Auto-Negotiation Flow Control,<br>Full Duplex | Auto-Negotiation Flow Control,<br>Full Duplex                               |  |
| Port Speed                          | 1000Mbit/s                                    | 1000Mbit/s  |  |
| Recommended Maximum<br>Cable Length | 220m (62.5/125μ MMF) or 500m<br>(50/125μ MMF) | 500m (62.5/125μ<br>and 50/125μ MMF) or<br>5km (10μ SMF)                     |  |

#### Connecting a Smart Ringswitch Gigabit Module to any Gigabit Ethernet device

The Smart Ringswitch Gigabit Module can connect to any Gigabit Ethernet device with SC fiber connectors. Use either MultiMode fiber (SX) or SingleMode fiber (LX) according to Table 2.1. (SingleMode fiber is only supported when using a separate outbound SX to LX converter.)



Note: Support for LX requires a separate outboard SX to LX converter. Check that the converter supports extended format frames (many converters do not support over 4K frames). Madge is currently testing third-party converters and details will be available on the Madge.connect website - www.madgeconnect.com.

#### Port interface attributes

The Smart Ringswitch Gigabit Module's port speed is always 1000 Mbps and always set to full duplex. These settings cannot be changed.

#### Flow control

The default setting is for flow control is "Auto". This means the port will negotiate with the connected device for the best setting supported by both ends. You can also set the Gigabit port to "No flow control", "Tx only", "Rx only", or "Tx and Rx".

#### Jumbo frame size support

The default setting is "1514 bytes (standard Ethernet). If the connected device supports larger frame sizes, you can configure this setting to either "4.5K (Ringswitch token ring)" or "9014 bytes (Jumbo Ethernet)".



Note: The "9014 bytes (Jumbo Ethernet)" frame setting is only available if the Ringswitch is in 18K mode. See the *Smart Ringswitch Family User Guide* (part number 100-291) for more information on adjusting Ringswitch settings.

## Troubleshooting

For information about using TrueView Ringswitch Manager, refer to the booklet accompanying the Ringswitch CD. Also see the *Smart Ringswitch Family User Guide* (part number 100-291) for detailed Ringswitch troubleshooting information and generic LCD messages.



Warning: The Smart Ringswitch Gigabit Module does not contain any user-serviceable components. Do not open the Ringswitch unit except when installing a module.

#### Troubleshooting messages on the LCD panel

When a Ringswitch re-boots, the LCD displays alert messages and information about installed modules.

Press the paddle switch *downwards* to display information about each of the installed modules. Information about each of the modules is displayed in the order they are inserted into the chassis, reading from top to bottom. Click the paddle switch *upwards* to display more detailed individual port information about the currently selected module. If no specific message is given, contact your customer service representative quoting any error number displayed.

If the module is functioning correctly, the LCD will display the slot number, module type, and microcode version of the selected module, as shown in the following table.

Table 2.2 The LCD message displayed by a correctly functioning Smart Ringswitch Gigabit Module

| Message                               | Description   |
|---------------------------------------|---|
| Slot <n> Gigabit<br/>Rev xx.xx.xx</n> | Correctly functioning Smart Ringswitch Gigabit Module |

## Reading status indicators

The Smart Ringswitch Gigabit Module indicates status information on its LEDs and displays information on its LCD. Alternatively, view the LEDs and LCD display from the management station, by running TrueView Ringswitch Manager. For more information on how to run the TrueView Ringswitch Manager, refer to the booklet accompanying the Smart Ringswitch Software CD.

Also refer to the *Smart Ringswitch Family User Guide* (part number 100-291) for more information about Ringswitch LEDs.

### Reading Gigabit Module port LEDs

The Gigabit Module port has two LEDs that indicate the status and mode. The upper LED displays the information in Table 3.1.

Table 3.1 Upper LED states for Gigabit Module ports

| LED state | Description   |
|-----------|---|
| yellow    | The Gigabit port is enabled but the link is down            |
| green     | The Gigabit port is enabled and a link has been established |
| off       | The Gigabit port is disabled                                |

The lower LED is either yellow or off, depending whether the Gigabit port is open or closed.

## Reading the LCD

View information about the status of the Ringswitch from the LCD display on its front panel. This section only describes the basic Ringswitch LCD messages and those that relate to the Smart Ringswitch Gigabit Module. See the *Smart Ringswitch Family User Guide* (part number 100-291) for more information on Ringswitch LCD messages.

#### Reading status messages on the LCD panel

The Ringswitch has an LCD panel that shows status messages and alert messages that indicate changes in the status of the Ringswitch and each of the ports.

Press the paddle switch downwards to display information about each of the installed Ringswitch modules, including the Smart Ringswitch Gigabit Module. The LCD displays information about the modules in the order they are inserted into the Ringswitch chassis. Click the paddle switch upwards to display more detailed individual port information about the currently selected module.

The default LCD screen displays the name of the Ringswitch which represents the switch module:

Smart Ringswitch Switch name

Press the paddle down to display information about the first Ringswitch slot. The LCD screen displays the number of the slot, the type of module installed, and the hardware version number.

Slot 4 Gigabit Rev 01.01.02

Continue pressing the down paddle to display information about each of the Ringswitch modules. Once information about all of the slots has been displayed, the LCD screen will display the Ringswitch name again.

#### LCD status messages for the Smart Ringswitch Gigabit Module

The LCD panel displays additional status messages for the Smart Ringswitch Gigabit Module. Status messages for the Gigabit port provide detailed information about the status and operation of the port. To display this information, press the paddle down until the LCD screen displays the Smart Ringswitch Gigabit Module's name. Then press the paddle up to provide detailed information about the Gigabit port on the Smart Ringswitch Gigabit Module. The Gigabit port status messages that the LCD panel displays are described in Table 3.2.

Table 3.2 Gigabit port status messages on the LCD panel

| Message   | Description  |   |
|---|--|---|
| Slot <n> XXX<br/>Rev 0?</n>                     | XXX The location of the card, what the card is, and the hardware revision number |   |
| 6:1 SR=3EE/FwdS TB=Disa<br>(49) Open Lk:Up ARxP | 6:1  | The slot and port number of the Gigabit port  |
| (10) opon Elitop / Itali                        | SR=3EE/FwdS  | The forwarding mode, number of the ring attached to the port, and the source routing status |
|   | TB=Disa  | The transparent status of the port  |
|   | (49) Open  | The 'total' port number and interface mode (see Table 3.3)                                  |
|   | Lk:Up ARxP   | The port link status and the port mode status (see Table 3.4)                               |

Table 3.3 Gigabit port interface modes

| Message | Description   |  |
|---------|---|--|
| Closed  | The port is closed  |  |
| Open    | The port is open  |  |
| Fault   | The port has detected a fault while trying to open/close  |  |
| Lk:Up   | The link is up. That is, the port has detected another Gigabit Ethernet interface when it is in an open state |  |
| Lk:Down | The link is down. The port has failed to detect another Gigabit Ethernet interface while open                 |  |

Table 3.4 Gigabit port mode status

| Message | Description                       |  |
|---------|-----------------------------------|--|
| А       | Auto negotiation mode             |  |
| F       | Forced negotiation mode           |  |
| NoP     | No PAUSE frames – no flow control |  |
| ТхР     | Transmit only PAUSE frames        |  |
| RxP     | Receive only PAUSE frames         |  |
| TRxP    | Transmit and receive PAUSE frames |  |

#### Alert messages on the LCD panel

Alerts are informative messages that appear on the LCD panel of a Ringswitch for two seconds. They temporarily override the normal display. Alerts indicate events such as a port failing to open. When you use the paddle switch to view the Ringswitch LCD screens, the alerts are disabled for ten seconds to allow you to read the LCD screens without the display being interrupted by an alert.

See the *Smart Ringswitch Family User Guide* (part number 100-291) for lists of generic Ringswitch LCD alert messages.

# Using the command line interface

Refer to the *Smart Ringswitch Family User Guide* (part number 100-291) for information about setting up Ringswitch serial ports, telnet sessions and generic commands to use the command line interface. The *Smart Ringswitch Family User Guide* also contains a reference of all Ringswitch and option module command lines.

### Configuring the Smart Ringswitch Gigabit Module

If you have a Smart Ringswitch Gigabit Module installed, you can use the following commands to configure the card.

#### Setting the Gigabit port IPX mode

The set gigabit port IPX mode command enables or disables the translational bridging of IPX frames.

| Command:   | >set Gigabit port IPX mode <slot>:<port> &lt;1,2&gt;</port></slot> |             |  |
|------------|--|-------------|--|
| Parameter: | slot Slot number   |             |  |
|            | port   | Port number |  |
|            | 1  | Enable      |  |
|            | 2  | Disable     |  |

#### Setting the Gigabit port token-ring IPX encapsulation mode

3

The set gigabit port TRN IPX encapsulation mode command sets the encapsulation type on token ring for all IPX frames forwarded from Gigabit Ethernet.

| Command:   | >set Gigabit port TRN IPX encapsulation mode <slot>:<port> &lt;1,2,3&gt;</port></slot> |             |  |
|------------|--|-------------|--|
| Parameter: | slot   | Slot number |  |
|            | port   | Port number |  |
|            | 1  | Auto        |  |
|            | 2  | IEEE8022    |  |

**SNAP** 

### Setting the Gigabit port Ethernet IPX encapsulation type

The set gigabit port ETH IPX encapsulation type command sets the encapsulation type on Ethernet for all IPX frames forwarded from token ring.

| Command:   | >set Gigabit port ETH IPX encapsulation type <slot>:<port> &lt;1,2,3,4,5&gt;</port></slot> |                   |  |
|------------|--|-------------------|--|
| Parameter: | slot   | Slot number       |  |
|            | port   | Port number       |  |
|            | 1  | Auto              |  |
|            | 2  | IEEE8022          |  |
|            | 3  | SNAP              |  |
|            | 4  | IEEE8023          |  |
|            | 5  | Ethernet II (DIX) |  |

#### Setting the Gigabit port IPX address

The set gigabit port IPX address command specifies the IPX network number for the port. If this is zero then the IPX network number is learned automatically by the Gigabit port.

Command: >set Gigabit port IPX address <slot>:<port> <number>

Parameter: slot Slot number

port Port number

number IPX network number

#### Setting the Gigabit port IP mode

The set gigabit port IP mode command enables or disables the translational bridging of IP frames.

Command: >set Gigabit port IP mode <slot>:<port> <1,2>

Parameter: slot Slot number

port Port number

1 Enable

2 Disable

## Setting the Gigabit port IP Multicast mode

The set gigabit port IP multicast mode command specifies the type of MAC address to be used for all IP multicast frames received on Gigabit which will be forwarded onto token ring.

| Command: | >set Gigabit port IP multicast mode <slot>:<port> &lt;1,2,3&gt;</port></slot> |
|----------|---|
|----------|---|

| Parameter: | slot | Slot number |
|------------|------|-------------|
|            | port | Port number |
|            | 1    | Broadcast   |
|            | 2    | Functional  |
|            | 3    | Group       |

### Setting the Gigabit port flow negotiation mode

The set gigabit port flow negotiation mode command specifies the way the Gigabit Module negotiates flow control with a connecting device.

| Command:   | >set Gigabit port flo | >set Gigabit port flow negotiation mode <slot>:<port> &lt;1,2,3,4&gt;</port></slot> |  |
|------------|-----------------------|---|--|
| Parameter: | slot                  | Slot number   |  |
|            | port                  | Port number   |  |
|            | 1                     | None  |  |
|            | 2                     | Tx only   |  |
|            | 3                     | Rx only   |  |
|            | 4                     | Tx and Rx   |  |

### Setting the Gigabit port auto negotiate mode

The set gigabit port auto negotiate mode command lets you enable or disable auto negotiation between the Gigabit Module and a connecting device.

Command: >set Gigabit port auto negotiate mode <slot>:<port> <1,2>

Parameter: slot Slot number

port Port number

1 Enable

2 Disable

### Setting the Gigabit port max frame size

The set gigabit port max frame size command specifies the maximum frame size supported across the Gigabit Module.

| Command: | >set Gigabit port max frame size <slot>:<port> &lt;1,2,3&gt;</port></slot> |
|----------|--|
|----------|--|

| Parameter: | slot | Slot number                        |
|------------|------|------------------------------------|
|            | port | Port number                        |
|            | 1    | 1514 bytes (Ethernet)              |
|            | 2    | 4486 bytes (Ringswitch token ring) |
|            | 3    | 9014 (Jumbo Ethernet)              |

### Setting the Gigabit port VLAN tagging mode

The set gigabit port VLAN tagging mode command enables or disables the 802.1p priority tagging of frames onto Gigabit Ethernet.

Command: >set Gigabit port VLAN tagging mode <slot>:<port> <1,2>

Parameter: slot Slot number

port Port number

1 Enable

2 Disable

#### Setting the Gigabit port VLAN identity

The set gigabit port VLAN ID command sets the Gigabit port VLAN identity. For this command to take effect, you must have already enabled VLAN 802.1p priority tagging on the selected port.

Command: >set Gigabit port VLAN ID <slot>:<port> <number>

Parameter: slot Slot number

port Port number

number VLAN ID

#### Setting the Gigabit Spanning Tree encapsulation mode

1

2

The set gigabit port STP encapsulation mode command enables or disables the process of encapsulating BPDUs from Gigabit Ethernet when they are forwarded onto token ring, and de-encapsulating BPDUs when they are forwarded from token ring onto Gigabit Ethernet.

Command: >set Gigabit port STP encapsulation mode <slot>:<port> <1,2>

Parameter: slot Slot number

port Port number

Enable

Disable

#### Clearing the Gigabit port RIF Cache

The set gigabit port RIF cache cleared command deletes the RIF cache for the specified Gigabit port. The cache is used when translating transparently forwarded Gigabit Ethernet frames to source-routed token ring frames.

Command: >set Gigabit port RIF cache cleared <slot>:<port> <1>

Parameter: slot Slot number

port Port number

1 Clear

#### Displaying Gigabit port information

The show gigabit port information command displays all relevant Gigabit port information, including the outcome of any Auto mode settings when a Gigabit Ethernet link is established.

Command: >show Gigabit port information <slot>:<port>

Parameter: slot Slot number

port Port number

#### Other port functions

All other port functions are covered in the *Smart Ringswitch Family User Guide* (part number 100-291) in the section on using the command line interface.

## **Current ratings**

Use the information in this section to ensure that the sum of the current ratings for the modules you install does not exceed the maximum permitted for your Smart Ringswitch. Refer to the *Smart Ringswitch Family User Guide* (part number 100-291) for all Ringswitch chassis current ratings and current ratings for all option modules.

## Gigabit Module current ratings

Table A.1 Current ratings for the Smart Ringswitch Gigabit Module

| Module                                | Circuit board i.d. number | Metal carrier i.d.<br>number | Maximum +5V<br>dc load | Maximum<br>+12V dc load |
|---------------------------------------|---------------------------|------------------------------|------------------------|-------------------------|
| Smart Ringswitch Gigabit<br>Module SX | 158-068- <i>xx</i>        | Gigabit SX 200               | 2.5A                   | 0.25A                   |

## **Technical support services**

### World Wide Web (WWW)

To access the Madge Networks service on the web, use either a web browser or FTP software.

#### Using a web browser

To access the full home page service, enter the URL:

http://www.madgeconnect.com

#### Using FTP software

If you do not have a web browser, you can still download new or updated software by using FTP software.

If you use FTP software:

- 1 Connect to ftp.madge.com
- $2\qquad \hbox{The system prompts you for your login name}.$ 
  - Type ANONYMOUS
- 3 The system prompts you for a password.
  - Type your full email address.
- 4 Once this is complete, you can issue file transfer commands.

## Telephone, fax, and email

| Region                      | Support service | Support number                       |
|-----------------------------|-----------------|--------------------------------------|
| Europe, Middle East, Africa | Telephone       | +44 1753 661952                      |
|                             | Email           | Lan.Support.Europe<br>@vital-ns.com  |
| Americas                    | Telephone       | +1 800 654 2661                      |
|                             | Email           | Lan.Support.US<br>@vital-ns.com      |
| Asia/Pacific                | Telephone       | +61 2 9936 1711/1721                 |
|                             | Email           | Lan.Support.AsiaPac<br>@vital-ns.com |

## Toll-free regional support numbers

| Country                               | Number           |
|---------------------------------------|------------------|
| Americas                              | +1 800 654 2661  |
| Austria                               | 0800 298 366     |
| Belgium                               | 0800 10485       |
| China                                 | 10 800 610 0112  |
| Denmark                               | 8001 7649        |
| Finland                               | 0800 118 074     |
| France                                | 0800 90 82 50    |
| Germany                               | 00 800 8688 2800 |
| Hong Kong<br>(toll free to Australia) | 800 933 127      |
| Indonesia                             | 00 180 361403    |
| Israel                                | 177 440 2530     |
| Italy                                 | 800 872 092      |
| Malaysia                              | 1 800 80 1716    |
| Netherlands                           | 0800 022 7120    |

| Country              | Number           |
|----------------------|------------------|
| New Zealand          | +0800 44 5398    |
| Norway               | 800 11759        |
| Philippines          | 1 800 1611 0108  |
| Portugal             | 0505 44 4602     |
| Singapore            | 800 6161 459     |
| South Africa         | 0800 991013      |
| South Korea          | 00 79 8611 4025  |
| Spain                | 900 97 4412      |
| Sweden               | 020 793 127      |
| Switzerland (French) | 0800 55 6432     |
| Switzerland (German) | 0800 55 1057     |
| Taiwan               | 00 8061 1250     |
| Thailand             | 001 800 611 4022 |
| United Kingdom       | 0345 125539*     |

<sup>\*</sup> Indicates local telephone numbers where the calls are charged at the normal rate